

STUDY ON IMPACT OF INTERNAL STAKEHOLDER IN GOVERNMENT PROJECTS

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ABSTRACT

In modern construction industries, the most challenging tasks are, to improve the production efficiency. The interactions and interrelationships between the stakeholders generally determine the overall performance of the construction project, and have the crucial responsibility for delivering a project to get successful completion. The aim of this study is to analyze the stress level among laborers, which affects the production efficiency in government projects. Data were collected through questionnaires distributed to respondents, who work on various projects in wide areas of Tamil Nadu. A survey was conducted with the internal stakeholders of private company, those who are involved in government projects. In total, 51 respondents completed the questionnaire. Data were collected from a list of 11 white collar stakeholders and 40 brown collar stakeholders. This study deals with identifying the Interaction, Interrelationship and Problems due to stress among stakeholders. Respondents were required to rate and analyze using their experience, and the factors were identified from past researches, which affect the project performance. And then, the level was measured based on their affects. The data thus collected were analyzed using Microsoft Excel or SPSS, which is analytical software.

KEYWORDS: Stakeholder, Stress, Production, Efficiency & Performance

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INTRODUCTION

The important factor in the development of construction industry is human resource. Therefore, understanding the stakeholders' behavior is very much important to improve the production efficiency. Changes in the stakeholder's productivity in construction industry can naturally make a great impact on the national economy and productivity. Lack of wages, lack of quality material, lack of safety, lack of skill and communication barriers are mainly creating psychological stress to the stakeholders. It will affect the stakeholders' production efficiency. Research on stakeholders has grown since freeman's seminal work "Strategic Management; A Stakeholder Approach" was published in 1904. Since construction is a labor intensive industry, labor power is the only productive resource. Therefore, construction productivity mainly depends upon human effort and performance. The objective of this project is to identify the stress among stakeholders and the factors that create stress in a stakeholder and helps to increase the productivity. So, the outcome can be used by international industry and provide guidance to construction managements for effective utilization of stakeholder force, thus assisting in achieving a reasonable level of competitiveness and cost effective operation.

Objectives

The main objectives of the study are,

- To study the mental strain of internal stakeholders in construction industry.
- To assess the problems of stakeholders.
- To suggest and recommend comfortable environment for the workers, in order to improve production efficiency.

Scope of Stakeholder Management

The main scope of the project is to identify the stress and other problems faced by stakeholders in government project, and identify the threats to project implementation. The stakeholder stress analysis is carried out for the improvement of production efficiency.

Types of Stakeholders

Internal stakeholders: Stakeholders, who directly influence the project. Example: Managing director, Labor, site engineer, project manager.

External stakeholder: Stakeholders, who indirectly influence the project. Example: local community, banking sector.

METHODOLOGY

Literature Survey

Various research papers on the subject were reviewed. From this literature, the key factors relevant to the research objectives were identified. Based on the key points, structured questionnaire was prepared.

Design of Questionnaire

The Questionnaire was designed as a tool for the assessment and identification of stress and problems faced by the stakeholders. The factors Considered are Project activities, Material on time, stress on working environment and Risk factors. The questions prepared can relate the real time problems of stake holder with the current practice.

Distribution of Questionnaire

The questionnaire survey was conducted in various construction sites. The main aim was distribution of the questionnaire to people, who are at various levels of internal stake holding in the organization. The questionnaire was taken to identify the problems of those people, through their response, and to rectify with proper solution, which in turn increases the production efficiency. The questionnaire was administered to 2 managing directors, 4 project managers, 4 project engineers and 40 Labors.

Data Analysis with Microsoft Excel and SPSS

The gathered responses from the company were analyzed and modeled using the SPSS. Further, the data were analysed using Microsoft excel software, which has been used to present the results of the study, in a more impressive form.

Factors Influencing Questionnaire

Wages, working time, Safety measures, Job satisfaction, Communication, Camping conditions and Industrial relationship.

Questions:**For Brown Collar (Labors) Stakeholders**

- It is hard for me to relax at home.
- Because of my busy schedule, I miss at least two meals during the week.
- I smoke tobacco.
- I lack physical energy
- I have trouble falling asleep.
- Chances of accident in your job are
- I have a nervous sweat or sweaty palms.

For White Collar Stakeholders

- I am unable to take sufficient breaks
- It is hard for me to relax at home.
- Not enough hours in the day to do all the things that I must do
- Different groups at work demand things from me, those are hard to combine.
- Because of my busy schedule, I miss at least two meals during the week.
- I have to neglect some tasks because I have too Much to do
- I have trouble falling asleep.
- I am pressured to work long hours
- Relationships at work are strained

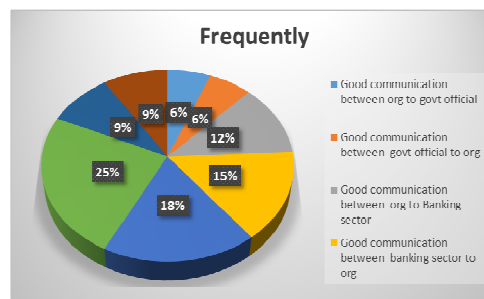
DATA ANALYSIS**Source for Problems****White Collar Stakeholder****Figure 1**



Figure 2

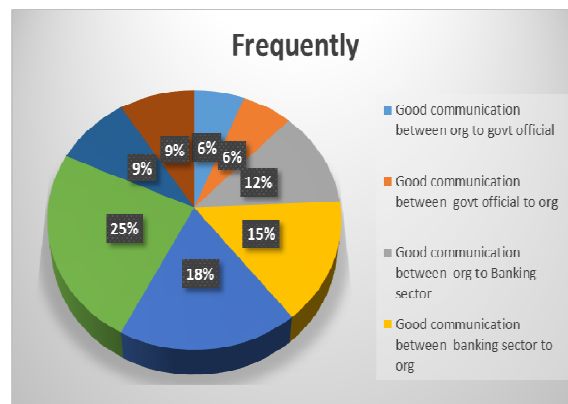
Brown Collar Stakeholder

Figure 3

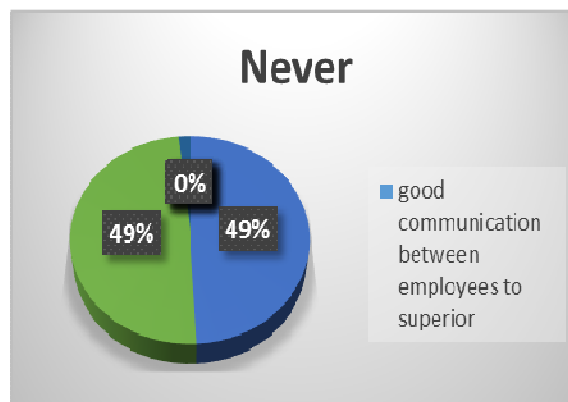
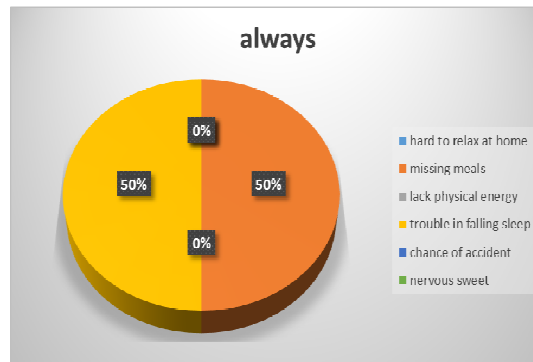
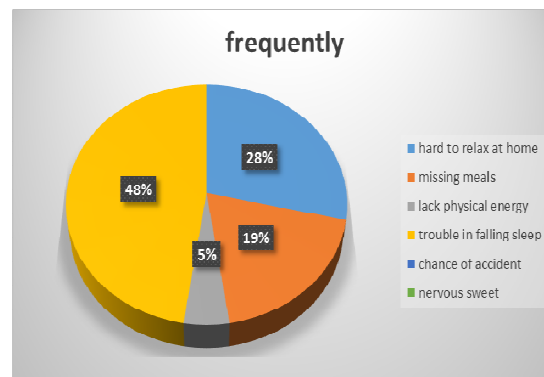
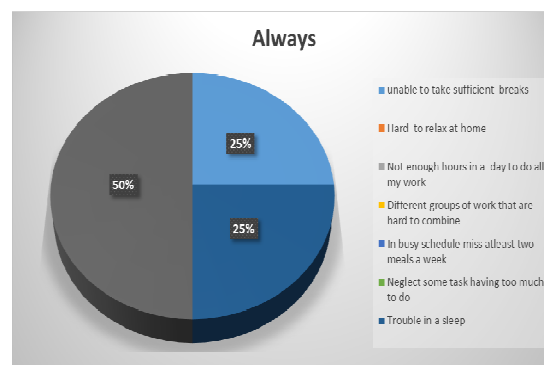


Figure 4

Brown Collar Stakeholders**Figure 5****Figure 6****Data Analysis for White Collar Stakeholders****Figure 7**

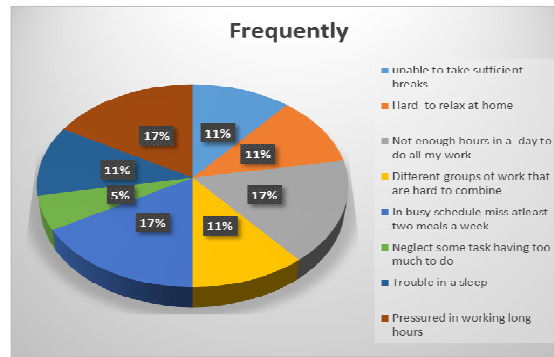


Figure 8

Data Analysis using Statistical Package for Social Science (SPSS)

Reliability Analysis Using SPSS

Source of Problem for Brown Collar Stakeholders

Reliability Statistics		
Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.647	.660	6

Figure 9

Stress Analysis for Brown Collar Stakeholders

Reliability Statistics		
Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.621	.560	7

Figure 10

Source of Problem for White Collar Stakeholders

Reliability Statistics		
Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.644	.735	8

Figure 11

SPSS Analysis for Stress

Reliability Statistics		
Cronbach's Alpha	Cronbach's Alpha based on Standardized Items	N of Items
.538	.667	8

Figure 12

Inference Made for SPSS

A questionnaire survey was conducted to local Labour and the results were represented by PIE charts.

For White Collar Stake holder

Sources for Problem

- 87% of white collar stakeholder expressed that there is lack of communication between organizations to government officials.
- 13% of stakeholders revealed that they have a lack of communication between governments to organize.
- 25% of stakeholder revealed that there is no satisfaction with profit.
- 18% of stakeholders revealed that they lack support from the public.
- 15% of stakeholders revealed that there is lack of communication between bank sector in the organization
- 12% of stakeholders revealed that there is lack of communication between organization and bank sector.

Stress Analysis for White Collar Stake holder

- 15% of stakeholders neglect some tasks having too much to be done.
- 25% of stakeholders are missing two meals per week.
- 25% of stakeholders are unable to take sufficient break.

For Brown Collar Stakeholders

Sources for Problem

- 49% of stakeholders revealed that there is lack of communication between employee and superior.
- 49% of stakeholders revealed that they are not trained to do their job.

Stress for Brown Collar Stakeholders

- 50% of stakeholders told that they have the trouble of falling sleep.
 - 50% of stakeholders told that they are missing their daily meal frequently.
- 25% of stakeholders told that they have problem in relaxing at home frequently.

CONCLUSIONS

To conclude, white collar stakeholders face various problems, and there is no proper cooperation from the public. In the construction process, a large scale of land is being acquitted from the local people. Further, the lack of cooperation from the public builds up pressure for the engineers. Another problem faced is, lack of communication between the government officials and the white collar stakeholders. Also, lack of communication delays the project. The change in government officials, due to their transfer is the main reason for the lack of communication. This causes delay of the projects. Building up of pressure causes stress and skipping of meals by the white collar stakeholders lead to further problems.

Various steps can be taken to reduce these problems. The main step is that, the government should provide a clean brochure about the project. This should be done before the start of the project. The government should discuss about the project with the public, so as to prevent further clashes with the local residents. Following these steps, we can reduce the problems faced during the construction process, and the time delay can be avoided.

The problems faced by brown collar job workers include loss of sleep, due to mental stress. They also face problems due to skipping of meals. Work scheduling should be done in such a way that, the workers feel comfortable with it. Proper care should be taken that, the labours get enough food at appropriate time.

The work time for the labours should be reasonable. Proper planning should be done well, before the starting of the project. There must be proper communication between government officials and workers. Even if the officials get transferred, the one replacing him or her should be trained properly.

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